

## Transcript: Francesca

**Baez-5701241595281408-5512227063906304**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yes, I was curious about what my insurance all covers. Okay. What staffing company do you work with? Serge. The last four of your Social to locate the account? That's 8421. And lastly, what is your last name? It's Dixon. D-I-X-O-N. To make sure I'm in the right account, could you please verify your mailing address and date of birth? Mailing address would be 2869 Windridge Drive. Date of birth is 1/23/97. I have an apartment number as number three. Is that correct? Yes. That's correct. Can I have your phone number best to communicate? 812-621-8286, same as the one Caller ID shows you're calling on today? Yes. That is a good number for me. All right. And the last thing I would like to verify is your email. We have it as blackdarkness376@gmail.com. Yes. That's correct. All right. So your current policy was through Surge Company open... I mean, company auto enrollment. Um, however, it has been inactive since last week. That plan, specifically what it covers is preventative services. Um, to give you more of a specific list, that will be your services for, like, your screenings for blood pressure or iron deficiency, counseling for a healthy diet, or avoiding the UV exposures from the sun, your preventative immunizations like influenza, varicella, or tetanus, along with your preventative generic medications like tablets and vitamins. It does come with a virtual urgent care package and a free Rx membership. Um, however, due to the fact that it is just a preventative plan, it wouldn't cover what they call hospital indemnity services. Those would pretty much be your doctor visits, the emergency room, urgent care, or surgeries. Okay. So that will be everything that that plan you're currently Great. ... currently mental covers. So it only covers some preventative thing. I've heard them vitamins or random things. It's slightly important but not ... ? In a way, yes, sir. Okay. Basically all the things that you get done to make sure you're apt to health, but it won't cover any treatment itself, like if you have a cold or you're sick. Unless you're doing a virtual call, it won't cover those services. Okay. So it's like an HSA card in a sense? In a sense, yes, but at the same time, no, um, 'cause it doesn't have any HSA benefits itself. It's more, like, just to check and see that you're healthy. Um, along the, the lines of a physical. Those services that you get when you have your physical annually, that's basically what this plan- Yeah. ... covers. All right. Okay. N- Did you need any other information in regards to that plan? No. Uh, it just insurance and normally covered doctor v- doctor visits and stuff like that, but I guess Surge don't do that. They do offer plans that would cover that service. It's just that their policy on auto enrollment only takes effect with that preventative plan 'Cause they do offer other insurance plans like dental, vision, or a medical plan that would cover doctor visits and the emergency room. It is specifically auto enrollment won't auto enroll you into those plans. Those are services that you have to call in and request when you're eligible for enrollment. Uh-huh. 'Cause I just received this card, like,

this week. Mm-hmm. So... In the last week, I would say. So- Yes, sir. ... I was wondering about that. Understood. Yes, 'cause I do see the policy became active on December '16, so the '20th would have been when they sent out that benefit card. So that would be why you received it recently. Right. Okay. All right. And then just keep in mind whenever you're gonna use those benefits, it has a network requirement. Um, that benefit card that you receive, I believe it's on the front page where there's the four squares, it will have the multi-plan network information. You can give them a call- Yeah. ... know which providers around your area are within that network list. Okay. Well, is there anything else I can assist you with today? No. Well, I do hope you have a wonderful rest of your day, and thank you so much for your time today. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, yes, I was curious about what my insurance all covers.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Serge.

Speaker speaker\_1: The last four of your Social to locate the account?

Speaker speaker\_2: That's 8421.

Speaker speaker\_1: And lastly, what is your last name?

Speaker speaker\_2: It's Dixon. D-I-X-O-N.

Speaker speaker\_1: To make sure I'm in the right account, could you please verify your mailing address and date of birth?

Speaker speaker\_2: Mailing address would be 2869 Windridge Drive. Date of birth is 1/23/'97.

Speaker speaker\_1: I have an apartment number as number three. Is that correct?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: Can I have your phone number best to communicate? 812-621-8286, same as the one Caller ID shows you're calling on today?

Speaker speaker\_2: Yes. That is a good number for me.

Speaker speaker\_1: All right. And the last thing I would like to verify is your email. We have it as blackdarkness376@gmail.com.

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: All right. So your current policy was through Surge Company open... I mean, company auto enrollment. Um, however, it has been inactive since last week. That plan, specifically what it covers is preventative services. Um, to give you more of a specific list, that will be your services for, like, your screenings for blood pressure or iron deficiency, counseling for a healthy diet, or avoiding the UV exposures from the sun, your preventative immunizations like influenza, varicella, or tetanus, along with your preventative generic medications like tablets and vitamins. It does come with a virtual urgent care package and a free Rx membership. Um, however, due to the fact that it is just a preventative plan, it wouldn't cover what they call hospital indemnity services. Those would pretty much be your doctor visits, the emergency room, urgent care, or surgeries.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So that will be everything that that plan you're currently

Speaker speaker\_3: Great.

Speaker speaker\_1: ... currently mental covers.

Speaker speaker\_2: So it only covers some preventative thing. I've heard them vitamins or random things. It's slightly important but not ... ?

Speaker speaker\_1: In a way, yes, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Basically all the things that you get done to make sure you're apt to health, but it won't cover any treatment itself, like if you have a cold or you're sick. Unless you're doing a virtual call, it won't cover those services.

Speaker speaker\_2: Okay. So it's like an HSA card in a sense?

Speaker speaker\_1: In a sense, yes, but at the same time, no, um, 'cause it doesn't have any HSA benefits itself. It's more, like, just to check and see that you're healthy. Um, along the, the lines of a physical. Those services that you get when you have your physical annually, that's basically what this plan-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... covers.

Speaker speaker\_2: All right. Okay.

Speaker speaker\_1: N- Did you need any other information in regards to that plan?

Speaker speaker\_2: No. Uh, it just insurance and normally covered doctor v- doctor visits and stuff like that, but I guess Surge don't do that.

Speaker speaker\_1: They do offer plans that would cover that service. It's just that their policy on auto enrollment only takes effect with that preventative plan 'Cause they do offer other insurance plans like dental, vision, or a medical plan that would cover doctor visits and the emergency room. It is specifically auto enrollment won't auto enroll you into those plans.

Those are services that you have to call in and request when you're eligible for enrollment.

Speaker speaker\_2: Uh-huh. 'Cause I just received this card, like, this week.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So... In the last week, I would say. So-

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: ... I was wondering about that.

Speaker speaker\_1: Understood. Yes, 'cause I do see the policy became active on December '16, so the '20th would have been when they sent out that benefit card. So that would be why you received it recently.

Speaker speaker\_2: Right. Okay.

Speaker speaker\_1: All right. And then just keep in mind whenever you're gonna use those benefits, it has a network requirement. Um, that benefit card that you receive, I believe it's on the front page where there's the four squares, it will have the multi-plan network information. You can give them a call-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... know which providers around your area are within that network list.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Well, is there anything else I can assist you with today?

Speaker speaker\_2: No.

Speaker speaker\_1: Well, I do hope you have a wonderful rest of your day, and thank you so much for your time today.

Speaker speaker\_2: You too.